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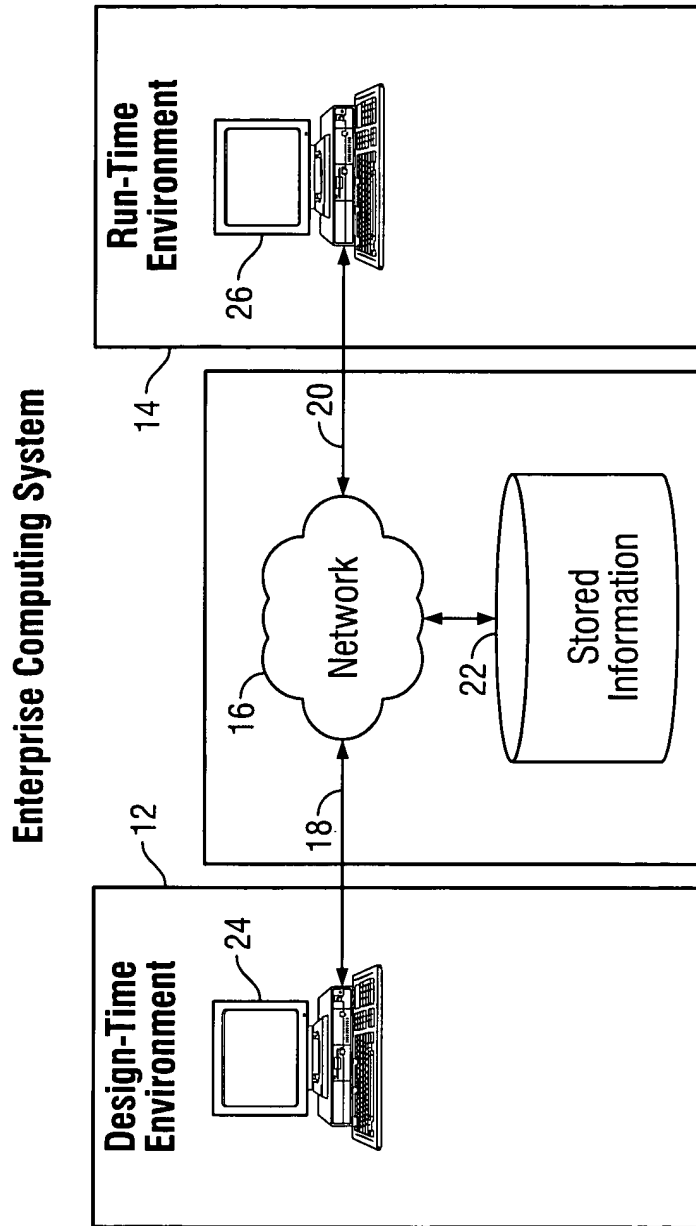


FIG. 1

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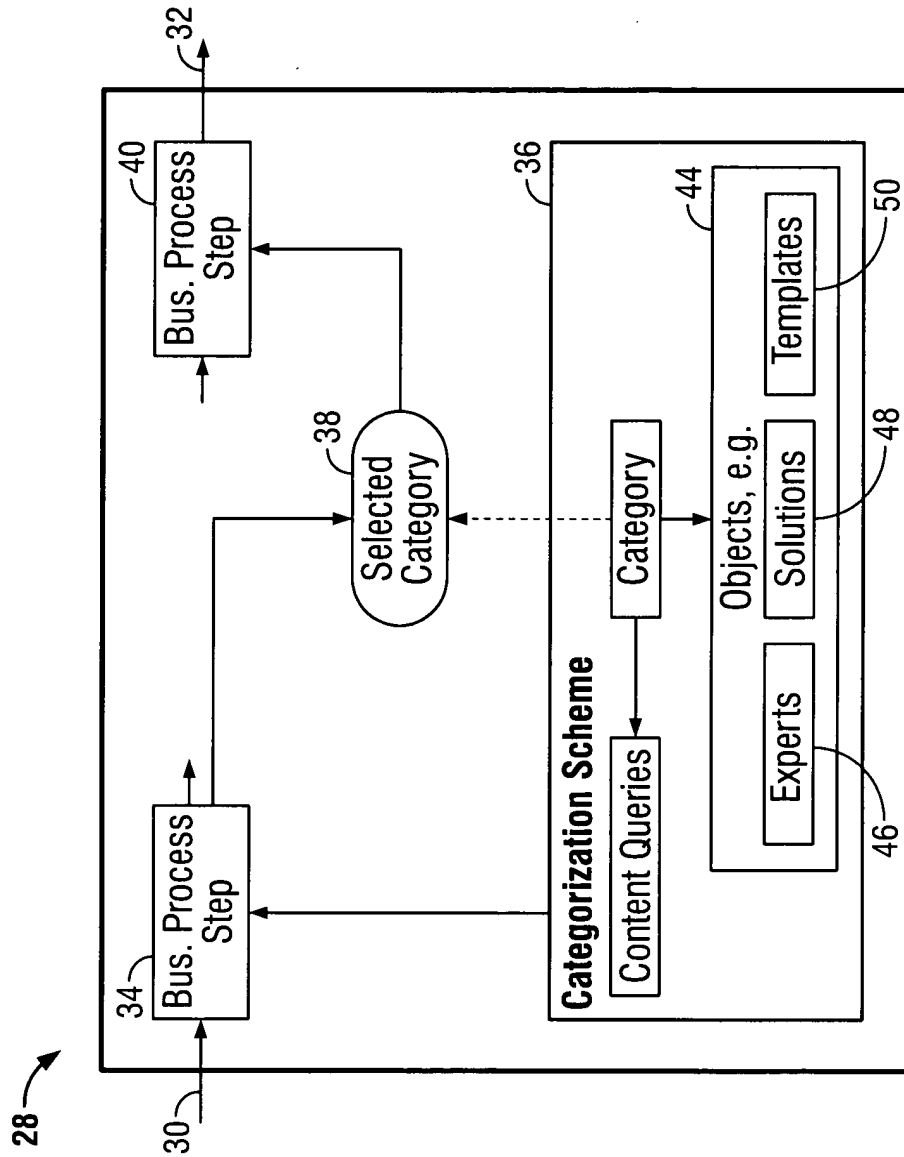


FIG. 2A

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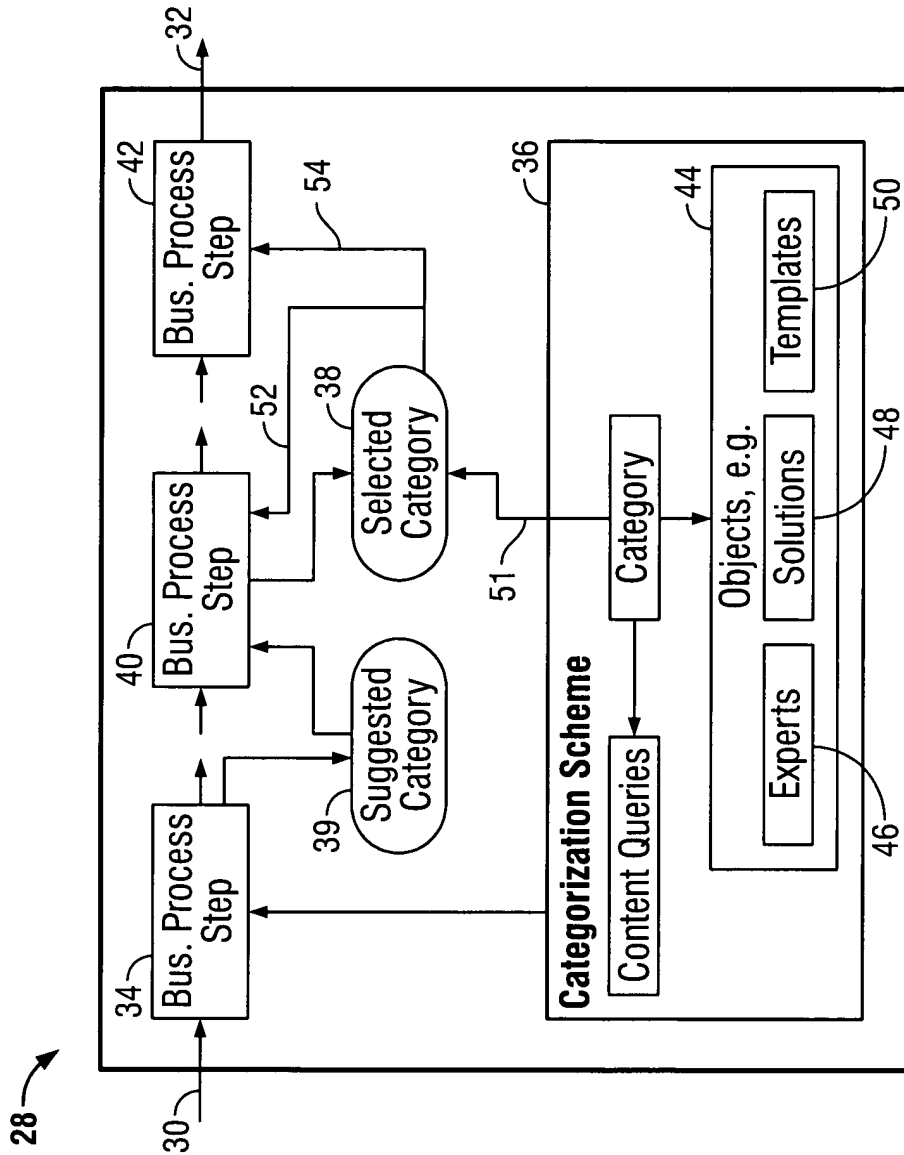


FIG. 2B

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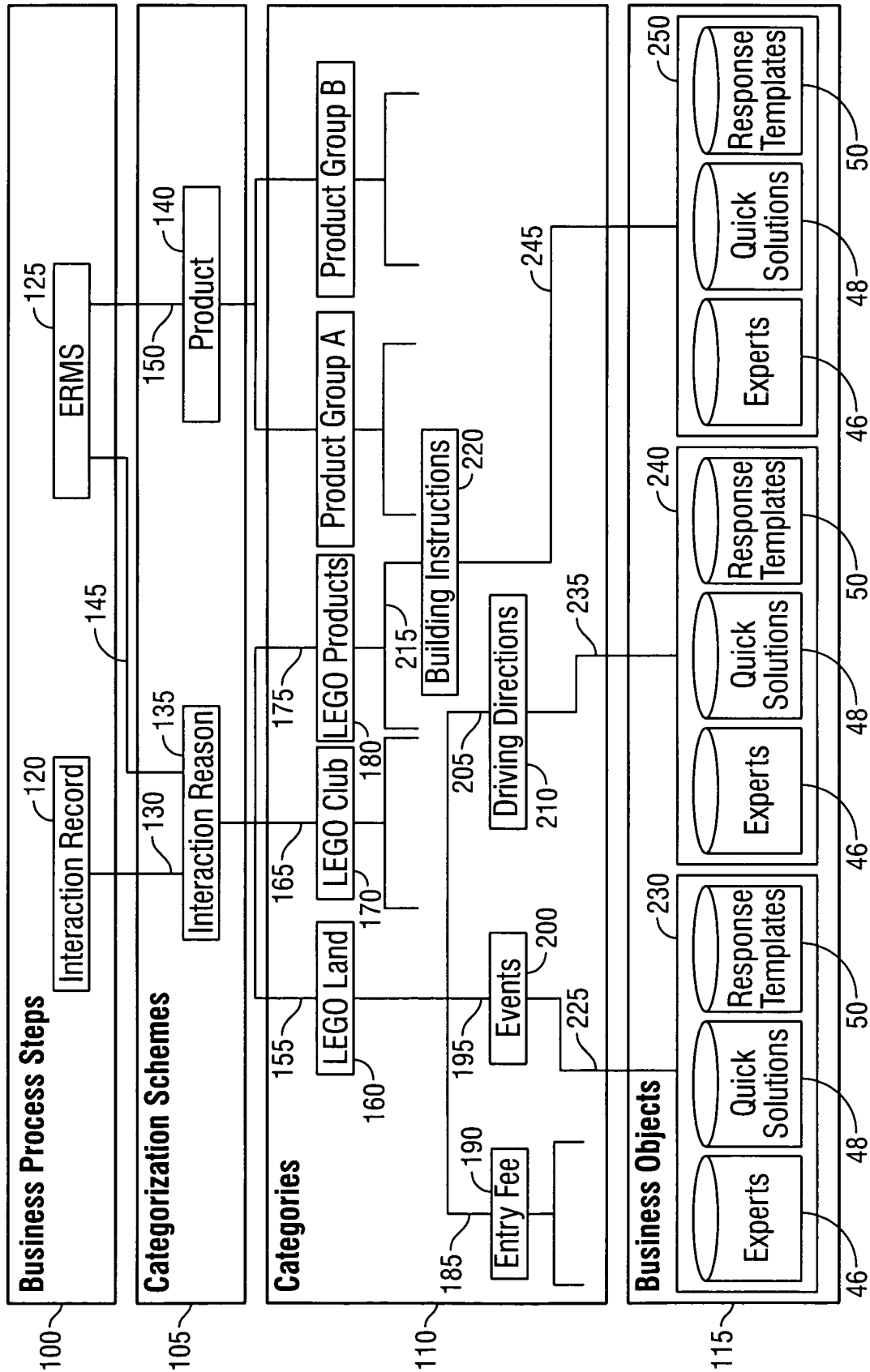


FIG. 3A

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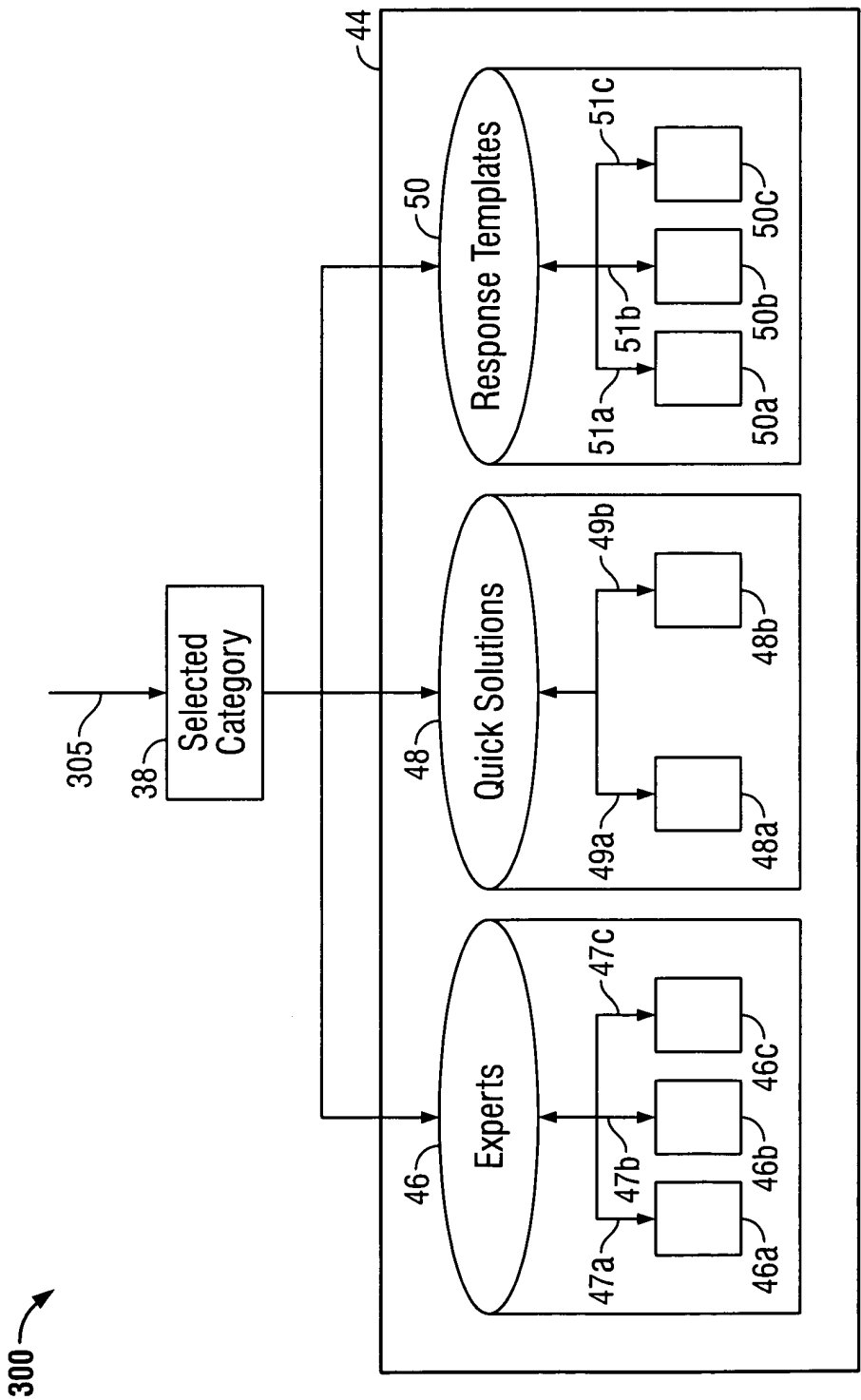


FIG. 3B

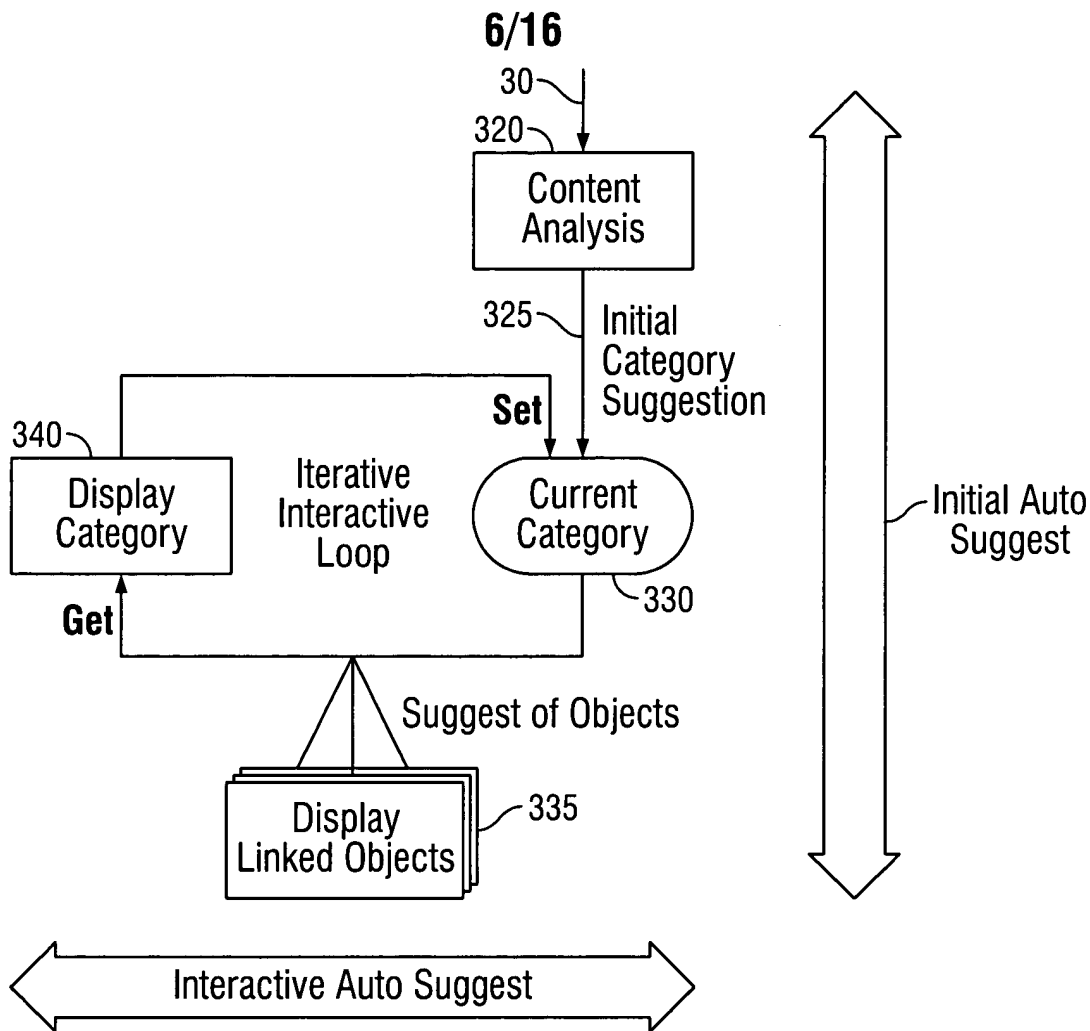


FIG. 3C

350

Description

Priority / Status: Very high In Process

Reason:

Classification 1: Apple

Classification 2: iPad

Classification 3: Playlists

Classification 4:

Delete Save New Test

The figure shows a user interface form (350) for describing and classifying objects. It includes fields for 'Priority / Status', 'Reason', and four 'Classification' categories. Each field has a dropdown arrow (355) indicating it is a selection menu. The 'Reason' field (360) is a text input. At the bottom, there are buttons for 'Delete', 'Save', 'New', and 'Test', along with another dropdown arrow (355).

FIG. 3D

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ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories 437 438 438 438 439 441 442 490

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name Description 430

Categories 135

Interaction Reason 170

LEGO Club 160

LEGO Land 210

Driving Directions

Entry Fee 190

Events 200

LEGO Products 180

LEGO Org Chart

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450 455 460 465 470

Details Query Example Documents Standard Responses Knowledge Entities

General

Name: Driving Directions

Category ID: 0201

Parent Category: Lego Land

Reason Code: Directions

Description: Enquires requesting Driving directions

Creation Date:

Created By:

Last Modified Date:

Last Modified By:

Status:

FIG. 4

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400 →

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

410

Show: My favorites Get: Go Open Advanced Search Help

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites

| Name | Description |
|----------------------|--|
| ▼ Categories | Root |
| ▼ Interaction Reason | The reason for Customer Contacting LEGO |
| ▶ LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| ▼ LEGO Land | Enquires regarding the Lego Land |
| • Driving Directions | Enquires requesting driving directions |
| • Entry Fee | Requests to clarify entry fee |
| • Events | Request to know current events at Lego Land |
| ▶ LEGO Products | Category enumerating the wide range of Lego products |
| ▶ LEGO Org Chart | The organizational Chart of LEGO |

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Details Query

Example Documents Standard Responses Knowledge Entities

455

515

510

520

540

535

530

545

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FIG. 5A

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400

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: My favorites Get: Go Open Advanced Search

Save

Create Sub node

Change

Cut

Copy

Paste

Delete

Print

Add to Favorites

Help

| Name | Description |
|----------------------|--|
| ▼ Categories | Root |
| ▼ Interaction Reason | The reason for Customer Contacting LEGO |
| ▶ LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| ▼ LEGO Land | Enquires regarding the Lego Land |
| • Driving Directions | Enquires requesting driving directions |
| • Entry Fee | Requests to clarify entry fee |
| • Events | Request to know current events at Lego Land |
| ▶ LEGO Products | Category enumerating the wide range of Lego products |
| ▶ LEGO Org Chart | The organizational Chart of LEGO |

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455

Details

Query

Example Documents

Standard Responses

Knowledge Entities

New Entry

Delete Entry

Next

Previous

Match:

Attribute:

Operator:

Value:

Case Sensitive:

If

Subject and Body

Contains

Driving, directions, where

515

525

530

535

545

541

542

FIG. 5B

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400 →

ERMS

User Administration • Standard Responses • **Categories** • Repository • Templates • Rules

Categories

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

| Name | Description |
|----------------------|--|
| ▼ Categories | Root |
| ▼ Interaction Reason | The reason for Customer Contacting LEGO |
| ▶ LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| ▼ LEGO Land | Enquires regarding the Lego Land |
| • Driving Directions | Enquires requesting driving directions |
| • Entry Fee | Requests to clarify entry fee |
| • Events | Request to know current events at Lego Land |
| ▶ LEGO Products | Category enumerating the wide range of Lego products |
| ▶ LEGO Org Chart | The organizational Chart of LEGO |

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Details Query Example Documents Standard Responses Knowledge Entities

Change in MS Word Save in MS Word Import Create URL Delete Original Delete Reference

| Name | Type | Language | Time Created | Created By | Last Changed | Last Changed By |
|--------------------|------|----------|--------------------|------------|--------------------|-----------------|
| Directions Request | bt | en | 01.01.2002 2:00 PM | jkumar | 01.01.2002 2:00 PM | jkumar |

410

420

FIG. 6

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ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: [My favorites] Get: [] Go [] Open Advanced Search

[Save] [Create Sub node] [Change] [Cut] [Copy] [Paste] [Delete] [Print] [Add to Favorites] [Help]

| Name | Description |
|----------------------|--|
| ▼ Categories | Root |
| ▼ Interaction Reason | The reason for Customer Contacting LEGO |
| ▼ LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| ▼ LEGO Land | Enquiries regarding the Lego Land |
| ▼ Driving Directions | Enquiries requesting driving directions |
| ▼ Entry Fee | Requests to clarify entry fee |
| ▼ Events | Request to know current events at Lego Land |
| ▼ LEGO Products | Category enumerating the wide range of Lego products |
| ▼ LEGO Org Chart | The organizational Chart of LEGO |

410

735 730 465

Details [] Query [] Example Documents [] Standard Responses [] Knowledge Entities []

| Form Name | Description | Language | Created By | Date | Form Usage | Text Type |
|-----------------------------------|-------------|----------|------------|------------|----------------------|-----------|
| Directions - LEGOLAND Billund | Directions | EN | chavez | 09.10.2003 | Internet Mail (SMTP) | HTML |
| Directions - LEGOLAND California | Directions | EN | chavez | 09.10.2003 | Internet Mail (SMTP) | HTML |
| Directions - LEGOLAND Deutschland | Directions | EN | chavez | 09.10.2003 | Internet Mail (SMTP) | HTML |
| Directions - LEGOLAND Windsor | Directions | EN | chavez | 09.10.2003 | Internet Mail (SMTP) | HTML |

725 720 715 705 750

Response Preview

LEGO

Hi < Customer Name > > ,
Here are the directions:
LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND
From North San Diego County Inland:

710

FIG. 7

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ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

410

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

| Name | Description |
|----------------------|--|
| ▼ Categories | Root |
| ▼ Interaction Reason | The reason for Customer Contacting LEGO |
| ▼ LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| ▼ LEGO Land | Enquires regarding the Lego Land |
| ▼ Driving Directions | Enquires requesting driving directions |
| ▼ Entry Fee | Requests to clarify entry fee |
| ▼ Events | Request to know current events at Lego Land |
| ▼ LEGO Products | Category enumerating the wide range of Lego products |
| ▼ LEGO Org Chart | The organizational Chart of LEGO |

420

845 850 470

Details Query Example Documents Standard Responses Knowledge Entities

825

840

830

810

820

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Response Preview

FIG. 8

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400

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420

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ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: [My favorites] Get: [] Go [] Close Advanced Search

Advance Search

Name: [] Creation Date: []

Category ID: [] Created By: []

Description: [] Last Modified Date: []

Reason Code: [] Status: []

Go [] Add to "Show" [] Remove from "Show" []

Name of this Search []

[Save] [Create Sub node] [Change] [Cut] [Copy] [Paste] [Delete] [Print] [Add to Favorites] [Help]

| Name | Description |
|---|--|
| <input type="checkbox"/> Categories | Root |
| <input type="checkbox"/> Interaction Reason | The reason for Customer Contacting LEGO |
| <input type="checkbox"/> LEGO Club | Refers to the exclusive Lego club; Category to address member questions & concerns |
| <input type="checkbox"/> LEGO Land | Enquires regarding the Lego Land |
| <input type="checkbox"/> Driving Directions | Enquires requesting driving directions |
| <input type="checkbox"/> Entry Fee | Requests to clarify entry fee |
| <input type="checkbox"/> Events | Request to know current events at Lego Land |
| <input type="checkbox"/> LEGO Products | Category enumerating the wide range of Lego products |
| <input type="checkbox"/> LEGO Org Chart | The organizational Chart of LEGO |

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Details [] Query [] Example Documents [] Standard Responses [] Knowledge Entities []

General

Name: [US]

Category ID: []

Description: []

Category: []

Parent Category: [Routing by Country]

Creation Date: []

Created By: []

Last Modified Date: []

Last Modified By: []

Status: []

FIG. 9A

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ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name Description

▼ Categories Root

▼ Interaction Reason The reason for Customer Contacting LEGO

▼ LEGO Club Refers to the exclusive Lego club; Category to address member questions & concerns

▼ LEGO Land Enquiries regarding the Lego Land

• Driving Directions Enquiries requesting driving directions

• Entry Fee Requests to clarify entry fee

• Events Request to know current events at Lego Land

▼ LEGO Products Category enumerating the wide range of Lego products

▼ LEGO Org Chart The organizational Chart of LEGO

Details

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General

Name: Interaction Reason

Category ID: 0201

Parent Category: Category

Status: Reason for customer contacting LEGO

Description:

Creation Date:

Created By:

Last Modified Date:

Last Modified By:

Valid From:

Valid To:

Application Area

Interaction Record 120

More Responses 1015

Knowledge Search 1020

Rules Engine 1025

410

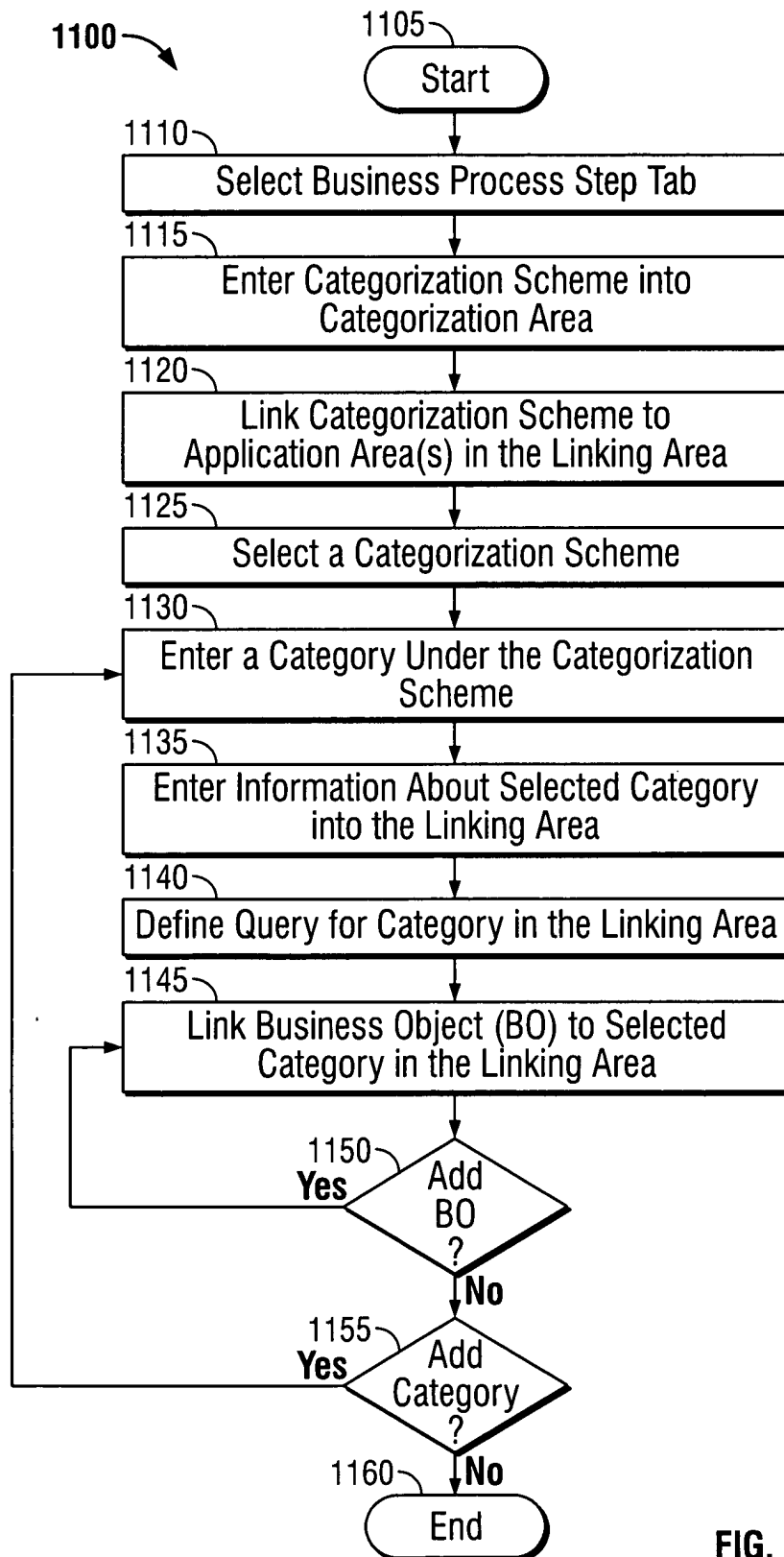
135

420

1005

1010

FIG. 10

16/16**Exemplary Design-Time Process for Creating Categorization Scheme****FIG. 11**